

Social Security Auto Update (SSAU) Problems/Resolution
November 10, 2004

Problem	Description	Resolution
SSAU end dated AFUI but did not create a new AFUI sequence at conversion.	The "Record Details" (which can be seen on DXSA) with a WAS code from BENDEX wasn't auto updated in CARES. The "WAS" code means that person came from another state and is now in Wisconsin.	This process has been corrected for future auto updates. The 5,000 cases that were affected will be correctly updated on 11/13.
SSAU end dated AFUI but did not create a new sequence at conversion.	The "Record Details" of GIV UNM has no data from BENDEX, so there's nothing for data exchange to auto update.	We will not be processing individuals with this record detail in the future (any information on AFUI will remain unchanged). All individuals that were incorrectly end dated and not updated will be corrected on 11/13/04.
Dual entitlement/DAC issues.	Currently we are not correctly processing cases with payments made to one individual under multiple claim numbers. SSA is sending these records with the payment amounts for both payments rolled into one payment type. This is causing problems with DAC cases that are receiving a DAC payment under their parent's claim number (AD record) and another type of payment (usually SSDI) under their own claim number (CP record). The payment is rolled up as one payment under SSDI. Because the DAC payment type is not entered, the DAC disregard is not given.	<p>Resolution</p> <p>When the payment amounts are rolled up, we will look for both the CP and the AD record. AFUI will be updated with both payments. For example, in the DAC cases described in the "description," the SSDI payment type will be updated on AFUI with the CP record minus the AD record. The SSDC payment type will be updated with the amount from the AD record. These corrections will be done with the 11/13 auto update.</p> <p>Example: AD (SSDC) amount is \$600 CP (SSDI) amount is \$100</p> <p>Currently this would be auto updated in CARES as a \$700.00 SSDI payment type.</p> <p>Once the 11/13 auto update runs, the case will be corrected to display 2 AFUI screens:</p>

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		AFUI SSDC will display \$600 AFUI SSDI will display \$100
The Part B premium payor code was 520 for everyone on AFMD.	For the last couple of months, the Feds have been sending a 520 on everyone on the BENDEX file.	We will correct all individuals who should be SELF 11/13/04. The logic for auto updating AFMD will now check the gross, net and premium amount before updating AFMD to 520.
AFUI was updated to SSSC (not SSDC) for a Disabled Adult Child (DAC). With the incorrect income type on AFUI, the DAC wasn't given the correct income deductions for MA.	In the 1970's SSA performed a conversion of these individuals and did not update a disability onset date. So, the 10/23/04 BENDEX had these individuals with a BIC of child and a no disability onset date. So SSAU auto updated to SSSC, not SSDC.	Since all of these individuals should now be over the age of 22, when we receive a blank disability onset date, the individual is over 22 and the BIC is for a child, we will update AFUI to SSDC. This will be fixed 11/13/04.
AFUI updated to SSDI, not SSRE when they are over the age of 65,	The time that individuals are switched over to retirement depends on DOB. Some are 65, some are 65 and two months, etc. depending on the Social Security's requirements.	We can change from SSDI to SSRE at age 65 if that is what policy dictates. This will be handled at a later date.
Widow/Widower payments updated on 503 cases (SS changed to SSWW).	CARES incorrectly allows the W/W disregard even if the individual is entitled to Medicare Part A. Workers have been using a work around to enter these payments as SS and coding ANPS as a 503 if appropriate. These payments are being auto updated as SSWW so the work around is no longer effective.	Currently, eligibility doesn't check the AFMD Part A for non-financial ineligibility. A system fix for this will be scheduled at a future time. A report will be generated for worker follow up and instructions on how to workaround the problem.

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Railroad Retirement payment issues.	We have identified approximately 475 individuals that have the payment status of Railroad Retirement Board involvement. Cases had this income as RR on AFUI, but if there was any involvement with SSA, SSAU entered an AFUI with the SSRE payment that was provided from the BENDEX file. This duplicated part of the payment entered by the worker on AFUI under RR.	For the weekend of 11/13/04, we will not process this payment type. There will be a report for workers to review because we can not systematically determine which is SS and which is RR. In the future we will not autoupdate this payment status code but will generate an alert to the worker for further action.
Other dual entitlement issues.	We have also identified some cases where there are multiple claim numbers (ie: spouses, children). That weren't updated on AFUI.	Many of these issues are being researched on a case by cases basis until a pattern can be determined.